

Staff Briefing

Important information about your council iPhone and actions you need to take - email is changing.



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Background

All council iPhones are due to have their device management software updated over the next few weeks and your phone is to be included in the next rollout.

Device management is key to helping us effectively manage the corporate data on your council mobile device to help keep it secure.

All mobile devices will change from using Airwatch to using Microsoft Intune. This brings the benefit of moving your email across to Microsoft Outlook meaning all your contacts, calendar and inbox settings are all in the one easy to access place.

This key change will require you to take some actions before, during and after the change over.

Your role

- Please read this briefing carefully.
- It tells you what is happening, what you need to do and when you need to do it.
- It provides some answers to key questions you may have and also provides links to important 'how to' guides for you to follow.
- All information can be found on our staff updates news web page at [Staff iPhones – important information and support on key changes](#)

1. What is Microsoft Intune and why are we changing?

Microsoft Intune is a cloud-based Mobile Device Management (MDM) platform that we will be using to help secure our council mobile devices – such as iPhones. It provides greater security and control for users – for example you will have full access to all your email functions using Microsoft Outlook.

2. When will this change take place?

As a corporate iPhone user you will be contacted by email when your registered device is due to be switched over to use Intune. Before you can switch your device it must be wiped clean.

You will be told the date and time that your device is due to be wiped, to start the change over, and emailed instructions to remind you of what you need to do - both before and after it is wiped clean.

3. What do I need to do before this change is due to happen?

As part of the change over your device needs to be wiped clean before it can be moved across to the new Intune platform. This means that you will need to save any information on it that you wish to keep – such as your texts and photos, as these will all be deleted once your device is wiped.

You should email any photos to your work email address that you wish to keep. For text messages you need to copy and paste the message into an email to send to your work account.

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You also need to make sure that any calendar events are not saved locally to the phone. They need to be saved to your Outlook account.

Any phone contacts that you have stored locally on your iPhone will transfer across when you change over to Intune. However, you must then save these contacts to your Outlook contacts as they will be lost in the future if your device has to rebooted. All contacts should be synced to your Outlook account to keep them safe and accessible.

4. What will happen to my contacts, emails and calendar events on my phone?

Your email, contacts and calendar events on your council mobile device are synced with our servers. This means that they will automatically transfer back to your device after the change has taken place and you enrol your device into Intune. As mentioned above, any locally stored calendar events will be deleted unless you have saved them to the Office 365 email calendar.

6 Do I need to do anything on the day the change takes place?

Yes. On the day of the change over your device will be wiped clean remotely. This is a quick process.

You will then need to 'enrol' the device into Intune and we will send you a support guide to help you do this. You will know when your device has been wiped as it will be sitting on the start screen of the Setup Assistant.

Enrolment into Intune will only take around 10 minutes and you can then continue to use your device as normal. It is very important that you follow every step in the enrolment process otherwise your device will not work properly.

7. Will I notice any changes after the switch?

Yes. By changing over to use the Microsoft Outlook App (as part of Intune) you will gain full access to all your usual email functions. This includes access to your Outlook contacts, calendar, use of profile picture and the ability to set your out of office from your iPhone.

Functions that were previously disabled as part of the council account, such as FaceTime, will continue to be unavailable and you will not have permission to use these.

If you chose to set a profile picture as part of your Microsoft Outlook account you must remember to adhere to our [Corporate Identity Guidelines](#) when doing this. Read page 11 of our guidelines here and you can download the council logo for use here on your account [here](#).

8. Support guides

- Our [iPhone user guide](#) will support you on how to check and regularly update your iPhone software.

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- You will receive a reminder link to our [Staff Guide on how to enrol into Intune](#). It provides a step by step guide on how to login to Intune and connect to Microsoft Outlook for your email. You should follow every step in the process once your device has been wiped.
- You can also [watch our video here](#) on how to enrol into Intune.
- Read our [Corporate Identity Guidelines](#) for advice and a copy of the corporate logo for setting your profile photo in Outlook. HSCP have their own logo that can be used for your corporate photo too.
- [Staff Guide on transferring photos from iPhone to PC](#) – this guide shows you how to change settings to save your photos in the most appropriate format.

9. Support

If you experience any issues in the enrolment process please fill in the [issues log form](#) and send it to IntuneMigrationIssues@glasgow.gov.uk. so that the project team managing this change can help you.

Please do not contact the CGI Service Desk in this instance.